

# Water - Revised August 2005

## Application Process

### Public Information / Utility Connection Procedure Sheet

An Information / Utility Connection Procedure sheet and application form will be given to all applicants requesting water services from the City. Said forms outline the procedure and process for obtaining City services for all utilities as well as other useful information regarding use of said City services, including timing, construction, inspection, activation, rates, billing policies, due dates, disconnect information, service, maintenance and termination.

### Categories

The following are the designated customer categories. Policies may be different for each given category:

Residential - Home or Facility used for the purpose of a primary or secondary residence. May include a Home Occupation as outlined in the Zoning Ordinance.

Commercial - All others

### Application Form

Applicants interested in obtaining water services from the City must fill out a Utility application form. This will include customer granting of utility easements across, over, under, or along customers property. In the event that the required easements can not be obtained the application form will not be approved.

### Credit Requirements

All applicants for city utilities shall provide credit history information to the City. The applicants credit must qualify for the normal deposit or the deposit may be increased as determined by the City Administrator, not to exceed two times average or estimated monthly billing.

### Review & Approval

The form must be approved by the City Administrator, City Planner, City Engineer, and General Service director prior to the utility being connected.

## **Fees**

### **Connection Fees**

Fees for connection will be charged as follows:

Culinary 3/4 Inch Service	\$1,100.00
Culinary 1 Inch Service	\$1,800.00
Culinary 1 1/2 Inch Service	\$4,000.00
Culinary 2 Inch Service	\$6,000.00
Over 2 Inch Service	\$As calculated by City Engineer on a case by case basis.

Raw Water Connection - The City's current policy is to not sale any additional raw water connections.

Connection fees will be paid prior to use or at the time application is approved by the City.

### **Security Deposits**

No additional deposits are required for just water service. The following deposits are required to receive any Utility service from the City.

<b><u>Residential/Home Owner</u></b>	\$0.00 - no deposit required unless delinquent in their payment for 3 times within a year period. After a home owner has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<b><u>Residential/Other</u></b>	\$150.00 - Only \$150.00 deposit required unless delinquent in their payment for 3 times within a year period. After a house renter has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<b><u>Residential/Basic</u></b>	\$150.00 - Only \$150.00 deposit required unless delinquent in their payment for 3 times within a year period. After a house renter has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<b><u>Multi Family/Apartment</u></b>	\$150.00 - Only \$150.00 deposit required unless delinquent in their payment for 3 times within a year period. After a house renter has been delinquent for 3 times in any given year they will be required to pay a deposit of 2 times their average monthly usage.
<b><u>Small Commercial</u></b>	\$An amount equal to two months usage as estimated or as known by historical use.

### Large Commercial

\$An amount equal to two months usage as estimated or as known by historical use.

**A customer may request that a security deposit be returned after a period of three years if the customer has not been delinquent on their utility bill during said three year period.**

### Impact Fees

The water impact fee is all follows and is included in the total connection fee.

<u>Meter Size</u>	<u>ERU Capacity</u>	<u>Impact Fee</u>
¾	1	\$600
1	3.7	\$1,300
1 ½	11.0	\$3,500
2	22.9	\$5,500

## **Construction**

All primary and water service lines including all such lines in any City right-of-way must be installed by a licensed contractor up to the meter and in accordance with the following policy.

### Bidding Process and Approval

**Residential Connections Inside City Limits** - In the event a main water service line does not exist the full length of one side of the Customers property the Customer will be required to extend the water service main so that it exists the full length of the property. The City at its sole discretion will determine the size of the water main that is to be extended by customer. If a main water service line does exist the full length of one side of the property the Customer will not be required to extend the main service line. The Customer will be required to pay for all construction costs to extend all water main and lateral lines to the property. All water service lines must be installed by a licensed contractor up to the water meter. The water meter two inches and smaller will be provided by the City at the City's expense and will also be installed by a licensed contractor. The customer will be responsible for the cost of the water meter if larger than 1 1/2 inches. If the city determines that it is in the best interest of the city to extend the water line past the customers property at the time of construction the cost of extension past the customer property will be born by the city. The City, in connection with the customer, will be responsible to get the appropriate easements. Any concerns or exceptions will be taken to the City Council for a final decision.

**Commercial Connections Inside City Limits** - - In the event a main water service line does not exist the full length of one side of the Customers property the Customer will be required to extend the water service main so that it exists the full length of the property. The City at its sole discretion will determine the size of the water main that is to be extended by customer. If a main water service line does exist the full length of one side of the property the Customer will not be required to extend the main service line. All water service lines must be installed by a licensed contractor up to the water meter. The water meter two inches and smaller will be provided by the City at the City's expense and will also be installed by a licensed contractor. The customer will be responsible for the

cost of the water meter if larger than two inches. The City in connection with the customer will be responsible to get the appropriate easements. Any concerns will be taken to the City Council for a final decision. All requests for commercial service must be approved by the City Administrator, City Planner, City Engineer, and General Service Director.

**Residential & Commercial Connections Outside City Limits** - The City at the Cities option may install water service to a customer outside City limits. The Customer will be required to pay for all construction costs to extend all water main and lateral service lines to the property. All water main service lines must be installed by a licensed contractor up to the water meter. The water meter will be provided by the City at the customers expense and will also be installed by a licensed contractor. The City in connection with the customer will be responsible to get the appropriate easements. Any concerns will be taken to the City Council for a final decision. All requests for water service outside of city limits must be approved by the City Administrator, City Planner, City Engineer, General Service Director and City Council. A customer must have the appropriate inspections by the county and city as evidenced in writing to the City prior to the City activating the water service.

A customer outside City limits will be responsible to maintain the water line from the main city line to the meter when a service line for this purpose is smaller than a two inch line.

#### Estimate

All estimates for water main and lateral service line extensions are the responsibility of the customer.

#### Easements

The City Engineer and or City Planner will be responsible to obtain the required easements when it is the City's responsibility to get said easements. All required easements must be obtained prior to the commencement of any construction or line extension. The City Engineer and or City Planner will assist the customer in providing information regarding any required easements. If the City does not receive the appropriate easements the utility will not be extended.

#### Street Cuts

All street cuts with regard to water will be done by a licensed contractor as approved by the City. A street cut permit is required from the City prior to any street actually being cut. The contractor is responsible to call Blue Stakes and to have all utilities and services marked prior to excavation. Blue Stakes Phone Number is # 1-800-662-4111.

#### Temporary Service

A customer may request a temporary connection for the purpose of construction or some other purpose. All temporary lines will be installed by the City at the City's option or by a licensed contractor if the City chooses. A temporary installation must be inspected and approved by the City Inspector. All expenses associated with the installation of a temporary line over and above those of the permanent line will be paid by the Customer. A temporary service will be installed only after

the customer has signed an agreement to be responsible for installation and removal costs and water used. Temporary services will be billed monthly in accordance with normal billing procedures and at a rate that is 10% higher than permanent service rates.

#### Meter Replacements

In the event a customer insists that a meter be replaced against the city's recommendations, and it is later found that the meter was in good working condition the customer will be billed for the cost of the meter and the meter installation.

#### Meter Placement

The meter shall be placed at a location which meets state and local building codes. The customer is to be consulted to determine a preferable location in the event meter location options are available. The City must approve all meter locations.

## **Inspection & Activation**

Prior to activation of the water service the following procedures will be followed.

- Approval of service line path and required easements by Building Inspector and City Engineer.
- Extension/installation of water line by licensed contractor.
- Approval of line extension and meter location by Building Inspector and City Engineer prior to covering the line.
- Meter set by licensed contractor and approved by City Inspector. Meters will be set so that they can easily be accessed by City meter readers.
- Receipt of all moneys due the City verified by the City Administrator.
- Receipt of signed application, and security deposit verified by City Administrator.
- Activation of Utility.

## **Rates & Billing**

Utility bills will be mailed to each customer on or near the 1st day of each month.

The payment policy of the City Utility shall be as follows:

- Bills are due and payable in full on the 10th day of each month or next regularly scheduled work day.
- Bills paid after the 25th will be charged a \$15.00 late fee.
- Interest at the rate of 1.75% per month or 21% per annum will be added to tall accounts not paid by the 25th of the month.
- All returned checks will be assessed a \$15.00 service charge and the customer will be subject to a 24 hour disconnect.

Billing Questions - All billing questions will be directed to the City Administrative Office. If a customer insists that a meter be read again against the city's recommendation, and it is found that the meter was originally read correctly, the customer at the City Administrators discretion may be billed \$10.00. All other errors in billing will be adjusted at city expense

## **Rates**

Water rates will be set on an as needed basis by the City Council.

The current monthly service rates for culinary water inside city limits are as follows:

0-5000 minimum	Gallons	\$15.20
6,000-20000	Gallons	an additional \$.63 per thousand gallons
21000-30000	Gallons	an additional \$.83 per thousand gallons
31000-50000	Gallons	an additional \$1.04 per thousand gallons
51,000 and up	Gallons	an additional \$1.35 per thousand gallons

In those instances that an multi facility trailer park, apartment building, etc., have only one culinary meter each individual trailer, apartment, etc., will be billed the 0-5000 gallon minimum charge and the landlord will be billed for all gallons used over 5000 per unit at the rates listed above.

The current monthly service rates for culinary water outside city limits are double the rates for culinary water inside City Limits as follows:

0-5000 minimum	Gallons	\$30.40
6,000-20000	Gallons	an additional \$1.26 per thousand gallons
21000-30000	Gallons	an additional \$1.66 per thousand gallons
31000-50000	Gallons	an additional \$2.08 per thousand gallons
51,000 and up	Gallons	an additional \$2.70 per thousand gallons

The current monthly service rates for raw water inside and outside city limits is 75 % of culinary water rates inside city limits as follows:

0-5000 minimum	Gallons	\$11.40
6,000-20000	Gallons	an additional \$.47 per thousand gallons
21000-30000	Gallons	an additional \$.62 per thousand gallons
31000-50000	Gallons	an additional \$.78 per thousand gallons
51,000 and up	Gallons	an additional \$1.01 per thousand gallons

All other excess raw water will be sold on a first come first served basis or by bid as determined by the City Council. The amount of excess raw water will be determined by City staff under the direction of the City Administrator. Delivery of excess raw water that is sold must be used for legal purposes. The method of the delivery of said raw water must be determined by the city and the customer prior to the finalization of the sale of said raw water. Excess Raw water will not be sold directly out of the city mountain pipelines without City Council approval. Excess raw water will not be sold to a customer in those instances that said excess raw water will be replacing raw water sold by the city at the normal 75% of culinary raw water rate or when it will supplant other raw water sold by the City. Raw water sold by the City is not intended for culinary use.

## **Service & Maintenance**

After the initial installation, inspection, and acceptance of the water line, all rights and title to all water lines up to the meter will remain with the City. Except as noted herein, the City will provide at its expense all necessary labor and materials for repairs and maintenance of water lines up to the point of delivery or up to the meter. When notification is given to the City that repairs or maintenance is required the City shall verify, and unless a life safety consideration requires immediate action, the City will perform necessary repairs and or maintenance at its earliest convenience and during normal working hours normally on a first come first served basis.

All costs to rework or modify an existing water service line for the convenience of the customer or for the remodel or upgrade of a facility being serviced by the City will be born by the customer. This includes moving a meter. A relocation of the meter is subject to City approval. The customer will be responsible for the cost of the construction. All other construction procedures will be followed as it relates to said rework or modifications.

A customer who through the process of improving their property chooses to construct permanent improvements over any existing City water service line, the customer will be responsible for all costs associated with repair or replacement of said improvements in the event they are damaged or destroyed due to utility line repairs by the City including asphalt and concrete.

A customer outside City limits will be responsible to maintain the water line from the main city line to the meter when a service line for this purpose is smaller than a two inch line.

## **Utility Termination**

### **Disconnect for Non-Payment**

A twenty-four hour disconnect notice will be delivered in writing to the property owner of record, or placed on the property prior to service termination. In the event the utility bill is not paid to the City within the twenty-four hour period after delivery of said notice, or if arrangements have not been made with the City, the utility will be disconnected without further notice. A utility disconnection for non-payment is at the discretion of the City Administrator. Any security deposit held by the City will then be applied to all outstanding balances, and the City will take all actions available to it under ordinance, law or agreement to collect all outstanding balances. The utility customer will be responsible for all attorney and collection fees associated with collections on their account.

After a utility has been terminated for non-payment the account must be brought current including payment of the late fee, interest fees and a \$25.00 re-connection prior to the utility being turned back on.

### **Termination by Customer**



At the request of the customer, a utility may be terminated after the following procedures have been followed:

- Current meter read and all outstanding balances have been paid to the City.
- A disconnect fee of \$10.00 has been paid to the City if not transferred.
- A termination request has been signed and presented to the City.
- In the event a customer is renting, the landlord must be notified and sign a termination request prior to a service being terminated or disconnected.

#### Non-Emergency Temporary Disconnect

At the request of the customer a utility may be temporarily disconnected after the following procedures have been followed:

- Current meter read and all outstanding balances have been paid to the City.
- A disconnect fee of \$10.00 has been paid to the City.
- A disconnect request has been signed and presented to the City.

A reconnect fee of \$10.00 will be required prior to reconnection.

In the event an additional utility can be connected or disconnected at the same time the disconnect fee and reconnect fee will only be \$15.00.

The payment of said fees will abate the monthly minimum charges assessed by the City until reconnection is requested by the property owner.

Residential property held strictly for rent or lease will continue to be charged minimum fees when occupied, when the service meter reflects usage, and when the owner has failed to notify City of their desire to disconnect. It is the owners responsibility to inform the City in advance of any changes in occupancy.

#### Transfer of Service

Once a City Utility connection has been made to a property that connection runs with the land. A utility connection can not be transferred to another location.

Any deviation from the above Policy must be approved in writing by the City Council or designee.